

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (1) Program/Project Analysis Support to Flight Projects Directorate

TA No:	284-Rev3	
Task Area Monitor:	Alternate Task Area Monitor:	
NASA POC:	Software Control Class:	Low Control
Type of Task:	Recurring Task	

2. BACKGROUND

The Flight Projects Directorate (FPD) is chartered to lead the execution of assigned flight projects, to support customers at Langley, at other Centers and external to NASA, to develop and maintain project management practices in alignment with NASA standards and requirements, and to maintain and grow expertise in project leadership, project planning and control, and other project management skills. In order to help accomplish the FPD charter, program analysis support is required to support ongoing projects as well as to prepare cost analysis of previous projects. Therefore, there may be limited requirements to collect financial data on past flight projects from the Center's legacy system as well as provide ongoing program analysis services to programs/projects throughout Langley Research Center. Program/project offices are located in various buildings across the Center.

3. OBJECTIVE

Provide program analysis services to selected projects or program offices.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

None

Customer Support and IT Consultation and Training:

Program Analysis services are as follows:

1) The Contractor shall establish and meet deadlines based on Government priority and established work request procedures when accepting work. During budget planning activities urgent requirements may necessitate immediate action. In addition, use of standard business software applications such as Word and PowerPoint as well as NASA-unique applications such as the Integrated Enterprise Management Program (IEMP) (especially Core Financial SAP and Business Warehouse (BW)), Workforce Integrated Management System (WIMS), Programmatic Template (PT), FWOCS (Fab Work Order Control System), Funds Control System, FOCUS, and RMRS is required. The Contractor shall enter, maintain, retrieve, analyze, and manipulate resource data and provide recommendations relating to LaRC

programs and projects. They also shall respond to customer inquiries pertaining to such data.

2) Intermediate to Advanced experience in the use of Microsoft Excel is required for ongoing analysis of programs/projects. Download resource information from standard business software applications into spreadsheets and graphs for analysis and revision by Government project personnel (as necessary). Develop spreadsheet and database reports on a daily, weekly, and monthly basis to be used for tracking budget plans, financial and overall performance (including Earned Value Management as required), variances, and budget trends and changes. Perform required plan vs. actual analysis, formulate recommendations and provide budget projections, when appropriate.

3) Research and analyze problems, issues, or program requirements. Provide expert analysis and advice on complex program issues. Analyze program accomplishments and recommend to the project the appropriate financial and workforce resources needed for the assigned program area. Based on operations and changing program requirements, identify relevant issues. Collect relevant information from many varied sources, some of which are difficult to access. Devise new analytical techniques to evaluate findings and make authoritative recommendations.

4) Using data from above prepare charts, exhibits, and reports pertaining to resource data to be used for program/project and other management analyses and reviews. Graphics data may come from established databases, spreadsheets, or information provided by Government program analysts. Provide data input into IEMP, PT, FOCUS (ESMD), Funds Control System, Purchase Requests, and WIMS. Maintain proficiency with computer graphics software being used by the Government programs/projects to generate charts and reports and with the data sources that serve as the basis for the charts and reports.

5) Communicate effectively with management and technical specialists at Langley, other Centers, NASA HQ, and Industry.

6) Maintain knowledge and understanding of current LaRC business practices. Recommend changes and/or improvements needed to better accomplish the requirements of this task.

7) As required, the Contractor shall provide support by extracting and analyzing financial data from the Financial Management Legacy System. The contractor must understand the financial structure previous NASA Langley Research Center projects and be able to analyze and extract financial data the Legacy System. This support is only required on an ad hoc basis as the Center prepares cost analysis for follow-on projects that have some heritage from prior projects.

8) Periodic travel may be required. Ideally, travel requirements will be identified at least 14 days in advance to obtain reasonable travel estimates.

For the Relative Navigation Sensors Project, all objectives listed above are required.

For the Earth Science Support program office, only objectives 1, 4, 5 and 6 are required. The requirement for the program office will be at a summary/coordination level as the individual projects will prepare their detail work. Analyst shall assure that program office funding is adequate and transactions are properly done in the LaRC system. Critical activities are responding to LaRC requests (program office funding only), budget obligation and cost phasing, year end activities, reviewing/tracking spending, preparing standard financial reports (at some point, the program office will update CMC).

***Earth Science Support program office support will be discontinued at the end of December, 2008. Role discontinued at end of December, but certain transition activities continue to take place, and will continue through April, 2009.

General IT Support Services Performance Metrics

Performance Standard: The contractor is responsive to customer service requests during the evaluation period.

Performance Metrics:

- Exceeds: Contractor responds to customer requests 8 business hours of receiving the request.
- Meets: Contractor responds to customer requests within 24 business hours of receiving the request.
- Fails: Contractor does not respond to customer or responds to the customer request after 24 business hours of receiving the service request.

Performance Standard: Required status reporting is complete, understandable, and provided on the due date.

Performance Metrics:

- Exceeds: Status reporting is error free, complete, and provided on the due date. Significant improvements have been made in the clarity of the status reports.
- Meets: Weekly/monthly status reporting is complete with only minor errors noted and provided within 8 business hours after the due date.
- Fails: One or more required monthly status report components are not available or errors are noted or later than 24 business hours after the due date.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held every other month, on the first Wednesday of the scheduled month. The following persons or their alternates are required to attend: NASA technical monitor and Contractor Task Lead. Performance, timeliness, cost, and staffing will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 05/01/08 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

It is more important to have data available in timely manner versus impeccable quality. However, accuracy of data is crucial.

Quality: 40% Timeliness: 60%

13. RESPONSE REQUIREMENTS

Expected work requirements at this time are about 25% to support the various projects. If project support is added, could potentially increase to 50% but not anticipated to increase during this task period of performance.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Monthly Pre-CMC/CMC Presentations	Pre-CMC is held the week before the 3rd Monday of each month. CMC is held the 3rd Monday of each month. Analysis of financial status must be complete and delivered to project manager or program analyst in order to meet the deadlines established by the project manager to prepare for the pre-CMC and CMC.
2	Weekly/Monthly Status Reports from Business Warehouse/SAP	COB Monday - During critical periods, prepare status of funding on weekly basis. Month-end data, prepare monthly reports no later than the 3rd business day following the close of the accounting month.
3	Ad hoc reports and analysis, as required	Within the timeframe designated by the program analyst, project manager, deputy project manager, or small projects manager, prepare ad hoc reports and analysis.
4	Reponse to telephone calls/emails	Timely response (ideally within 24 hours of call/email; but no later than 72 hours) to telephone calls and requests for information. Phone mail and email automated responses should be updated to reflect employee's status (in the office, on leave or travel, etc.)

18. FILE ATTACHMENTS

None.